Carlos Martinez Baltazar

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SKILLS

- Ability to work as part of a team
- Excellent Debugging skills
- Fluent in Spanish
- Self-motivated, detail-oriented, and well-organized
- Superb communication, both written and verbal
- Concierge (ticketing system)
- Jamf
- Scripting in Python / Experience with command line tools
- Strong collaboration & communication
- Deep understanding of all Apple OS' and Hardware
- Installing and configuring computer hardware and software
- Willingness to learn new systems and programming languages
- Comfortable dealing with ambiguity
- MobileGenius (Troubleshooting, Documentation Software)

EXPERIENCE

Genius, Apple Union Square; San Fransisco, CA   Dec 2018 - Present

-Promoted from Technical expert within 6 months by working with management on areas that were in need of improvement
-Lead the daily store downloads for the genius grove team, informed the team of any new operations updates, gave team recognition, and new policies.
-Troubleshoot, diagnose, and perform repairs on Mac, iOS devices, Apple TV, Apple Watch, Beats, AirPort, and other devices and their accompanying software.
-Help an average of 30 customers on a daily bases, while maintaining an average 70 NPS score and 90 team member score.
-Support customers in a timely manner and balance priorities to achieve individual and team productivity goals in a fast-paced environment while explaining difficult technical problems in terms the customer understands.
-Supported the genius team by mentoring over 50+ employees on new repair processes, procedures, and priorities
-Implemented a new check-in strategy for customers and made sure they were assisted within a timely manner, helping provide a seamless customer experience, resulting in more appointment availability and improved customer feedback.
-Challenged and encouraged the team to drive for results by leading the floor during peak hours of operation, resulting in bringing down the team's average session duration down by 5% in one quarter.
-Giving customers clear and concise information when they come in for hardware repair, going over trade-in and upgrade options vs a repair that's out of warranty, and educating the customer about all of Apple's ownership opportunities.

Location QA Engineer (CE) Apple; Cupertino,CA   2020-2022

-Independently collected over 2000 miles of data from different environments with a variety of devices, activities like driving, walking, running, biking and hiking.
-Worked with cross function teams on a day to day bases to set up test execution needs, as well as following up on upcoming project and task required for the weeks to follow .
-Optimized the workflow process for biggest test on the GNSS location team, took the execution time from 12 to 6 hours within a month of being in charge of results and test execution.
-Collected data samples for Wi-Fi positioning/location GNSS and proximity team, ensured legacy features didn't break throughout the development stages of the new OS builds.
-Utilized Purple Restore to flash Macs, iPhones, iPads and Apple Watches, for specific test case needs, utilized a python environment to push automation test scripts and modified the root OS to configure GPS/WIFI settings.
-Responsible for reporting issues thought Radar, following up with engineers to get the issue on tight deadlines.

Specialist, Apple Walnut Creek, CA   Oct 2017- Dec 2018

-Provided a great customer experience, build rapport with clients to understand their needs, maintained personal interaction with clients, recommended products, answered to inquiries.
-Maintain knowledge of current in-store and online products and services, promotions, merchandise features, inventory, policies, and procedures.
-Identify and continuously provide feedback to Apple on unique customer problems and other issues.

General Manager, Chipotle; Temecula, CA   July 2013 - Oct 2017

-Responsible for hiring and maintaining a strong skilled team to help maintain a high level of customer service and satisfaction. Worked closely with the team to help them achieve their goal within the company.
-Managed day-to-day, store operations: daily recaps, store inventory, food orders, scheduling, PNL reports, and store budgets, preformed in-store audits, handled opening and closing cash handling and deposits.

EDUCATION

Diablo Valley College, Pleasant Hill, CA — 2018-2020 Computer Science